Optimization of Smart Policing and Democratic Policing Concepts as Polri's Efforts in Building Synergy with the Community to Realize Inclusive and Just Security Governance

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Abstract: The security paradigm in the modern era has experienced a significant shift from a repressive approach to a more preventive, participatory, and technology-based model. In the Indonesian context, this is reflected in Polri's efforts to adopt the Smart Policing and Democratic Policing concepts as a reform strategy for building inclusive and just security governance. Smart Policing emphasizes the use of information technology, big data, and artificial intelligence in detecting, analyzing, and preventing crime predictively. Meanwhile, Democratic Policing emphasizes the principles of transparency, accountability, respect for human rights, and community involvement in the security decision-making process. This study uses a normative legal method to analyze the legal basis and effectiveness of the implementation of police policies, referring to the latest regulations such as Law Number 2 of 2002 concerning the Police, Law Number 27 of 2022 concerning Personal Data Protection, and Police Regulation Number 8 of 2021 concerning Restorative Justice. The analysis shows that optimizing the two approaches still faces challenges in terms of limited digital infrastructure, regulatory gaps, and minimal independent civilian oversight. To realize a fair and democratic security system, it is necessary to strengthen institutional capacity, increase technological literacy for Polri personnel, and develop community participatory forums. The synergy between institutions and the public is key to building legitimacy and trust in the national security system.

Keywords: Smart Policing, Democratic Policing, Police, Inclusive Security, Restorative Justice, Legal Reform

Abstrak: Paradigma keamanan di era modern telah mengalami pergeseran signifikan dari pendekatan represif menuju model yang lebih preventif, partisipatif, dan berbasis teknologi. Dalam konteks Indonesia, hal ini tercermin dalam upaya Polri untuk mengadopsi konsep Smart Policing dan Democratic Policing sebagai strategi reformasi dalam membangun tata kelola keamanan yang inklusif dan adil. Smart Policing menekankan penggunaan teknologi informasi, big data, dan kecerdasan buatan dalam mendeteksi, menganalisis, dan mencegah kejahatan

secara prediktif. Sementara itu, Democratic Policing menekankan prinsip transparansi, akuntabilitas, penghormatan terhadap hak asasi manusia, dan keterlibatan masyarakat dalam proses pengambilan keputusan keamanan. Studi ini menggunakan metode hukum normatif untuk menganalisis dasar hukum dan efektivitas implementasi kebijakan kepolisian, merujuk pada peraturan terbaru seperti Undang-Undang Nomor 2 Tahun 2002 tentang Kepolisian, Undang-Undang Nomor 27 Tahun 2022 tentang Perlindungan Data Pribadi, dan Peraturan Kepolisian Nomor 8 Tahun 2021 tentang Keadilan Restoratif. Analisis menunjukkan bahwa optimalisasi kedua pendekatan tersebut masih menghadapi tantangan terkait infrastruktur digital yang terbatas, celah regulasi, dan pengawasan sipil independen yang minim. Untuk mewujudkan sistem keamanan yang adil dan demokratis, diperlukan penguatan kapasitas institusional, peningkatan literasi teknologi bagi personel Polri, dan pengembangan forum partisipasi masyarakat. Sinergi antara institusi dan masyarakat merupakan kunci dalam membangun legitimasi dan kepercayaan terhadap sistem keamanan nasional.

Kata Kunci: Kepolisian Cerdas, Kepolisian Demokratis, Kepolisian, Keamanan Inklusif, Keadilan Restoratif, Reformasi Hukum

INTRODUCTION

The shift in the security paradigm from a repressive approach to a preventive and participatory approach is a logical response to the complexities of modern society (Usfunan, 2024). The security model that has so far emphasized coercive power is considered no longer relevant to the demands of democracy and human rights. In a society that is increasingly aware of the law and information-savvy, repressive actions have the potential to create a crisis of trust in law enforcement institutions (Waluyo, 2022). Security is no longer merely defined as the absence of physical disturbances, but rather as a sense of safety built through dialogue, collaboration, and justice. This situation demands that the National Police transform their mindset and security governance. The community not only wants to be protected but is also valued as equal partners in maintaining social order (Ilham, 2024).

Digital transformation and the era of public information openness also add new challenges for police institutions (Wiratraman, 2023). Technological disruption has introduced phenomena such as cybercrime, the spread of hoaxes, and online mass mobilization that cannot be addressed with conventional approaches (Sudira, 2025). The presence of social media allows the public to easily monitor and evaluate the performance of officials, thereby increasing the demand for transparency and accountability (Aina, 2024). Security is no longer the exclusive concern of the authorities, but rather a social process involving all components of society. In this situation, an adaptive and technology-based security management pattern is absolutely necessary (Surojudin, 2025). This is the backdrop that reinforces the urgency of the concepts of Smart Policing and Democratic Policing in the context of modern law enforcement and public service.

Smart Policing is a strategic approach that uses technology and data to enhance efficiency, accuracy, and predictability in maintaining security. This approach places data as the main foundation in operational decision-making (Baek, 2021). By utilizing geographic information systems, AI-based CCTV, and crime pattern analysis, the authorities can anticipate criminal activities more accurately (Wibowo, 2023). This system also allows for the distribution of police resources to be carried out more optimally based on actual needs in the field. Furthermore, Smart Policing not only offers speed and convenience but also enhances public trust because police actions are based on data objectivity, not on intuition or discrimination (Negara, 2024). The presence of this concept aligns with the direction of Polaris PRESISI

policy, which emphasizes predictiveness, responsibility, and equitable transparency (Hasibuan, 2023).

The PRESISI policy of the National Police serves as a platform for the realization of Smart Policing in Indonesia, which combines a technological approach with democratic values. Through PRESISI, the Indonesian National Police (Polri) are directed to optimize technology-based public service systems such as e-SPKT, digital complaint applications, and online SIM services (Wangsajaya, 2023). The goal is not only efficiency but also to build a responsive and accountable legal system. This implementation provides ample space for public evaluation of the performance of the police in carrying out their duties. When the public can see transparency in the work processes of the authorities, they tend to feel safer and more valued as subjects of the law. The integration of technology into the police system indirectly also enhances social control over the potential abuse of authority (Ismail, 2023).

On the other hand, Democratic Policing presents itself as a normative approach that emphasizes the values of civil liberties and public engagement (Setiawan, 2023). This concept invites law enforcement officers to uphold the principles of accountability, transparency, respect for human rights, and public service (Indarti, 2022). The main function of the police in a democratic society is not merely to enforce the law but to act as facilitators of justice and guardians of civil order. In practice, democratic policing requires the police to be more open to criticism, strengthen internal and external oversight mechanisms, and treat the community with a humanistic attitude (Muntingh, 2022). This approach transforms the face of the police from a symbol of power into a symbol of service and trust. The impact is that the community will feel safer not out of fear, but because they are confident that their rights and dignity are respected.

The police who consistently implement the principles of democratic policing will gain high social legitimacy. When the community feels treated fairly and valued, they tend to support police policies and participate in creating security. This legitimacy is crucial in crisis or conflict situations, as public trust is the main capital for the success of security operations (Condro, 2022). Law enforcement without public support tends to create resistance, while dialogic and participatory approaches strengthen social stability. Therefore, Democratic Policing is not only normatively ideal but also strategic in the context of maintaining public order. Community participation will be easier to form when the police act as servants, not as rulers.

The concept of inclusive and just security governance cannot be separated from the application of these two approaches. Inclusivity in the context of security means opening space for all groups in society to engage in the process of formulating, implementing, and evaluating security policies. Security should not only be felt by dominant groups but also by vulnerable groups such as women, children, persons with disabilities, and indigenous communities (Butar, 2025). Justice in this context includes equal treatment, open access to information, and proportional legal protection for all parties. When the National Police adopt an inclusive approach, every citizen feels they have a role and responsibility in maintaining social order. This is an important foundation for the creation of strong and sustainable social cohesion.

In participatory governance, a community-based approach becomes highly relevant for building closeness between the police and the community. This model allows citizens to directly contribute to identifying security issues in their environment and participate in formulating solutions. The police are no longer a figure to be feared, but a trusted friend. The police can actively participate in community activities, provide legal education, and accommodate public aspirations as part of early conflict detection efforts. This process creates a sense of shared ownership of the security system, thereby reducing the potential for disturbances before they develop into major problems. This approach also strengthens the value of solidarity between the authorities and the citizens, which is an important foundation for a democratic rule of law.

The legitimacy of the police in a democratic society is closely related to the social justice perceived by the community. When the authorities act fairly and non-discriminatively, the public will place their trust in the police institution. On the contrary, if there is an imbalance in law enforcement, public trust will erode and lead to the emergence of social tensions (Sherly, 2025). Therefore, the principle of justice must be the breath in every police policy and action. The police must be able to show allegiance to the truth and not to power. The application of justice in this context is not merely a legal formality but must reflect sensitivity to social realities and the diverse needs of the community.

The combination of Smart Policing and Democratic Policing provides a great opportunity for the National Police to build a security system that is modern, humane, and oriented towards public service. The synergy between technology and democratic values makes law enforcement more effective and ethical at the same time (Setiawan G. N., 2024). When law enforcement officers can act based on data while also showing social empathy, the security system will be increasingly trusted and respected. This change certainly cannot be achieved instantly, but rather requires political commitment, institutional reform, and a change in the work culture within the police force. However, the direction of this change is a necessity in an increasingly mature democracy that demands an inclusive and fair security system for all citizens.

METHOD
This research method uses a normative legal method that is based on the study of written legal norms as the main source in analyzing the problem. This method aims to examine the applicable laws and regulations that are relevant to the application of Smart Policing and Democratic Policing concepts in the context of security governance in Indonesia. The approaches used consist of two types, namely the statute approach and the conceptual approach. The statutory approach by examining the provisions of positive law that regulate the duties, functions, and authorities of the Police in realizing inclusive and equitable security, as stated in Law Number 2 of 2002 concerning the Indonesian National Police, Police Regulation Number 8 of 2021 concerning Handling of Criminal Acts Based on Restorative Justice, and Police Regulation Number 7 of 2022 concerning the Police Professional Code of Ethics. Meanwhile, a conceptual approach is used to understand the basic concepts of Smart Policing and Democratic Policing as ideal models for implementing modern police functions, by referring to legal theories, academic literature, and previous research results that support the integration of technology, public participation, and democratic values in the security system. By combining these two approaches, this study seeks to provide a comprehensive picture of how the existing legal framework is able to support or limit the optimization of the role of the Police in building synergy with the community in a fair, participatory, and data-based manner.

RESULT AND DISCUSSION
Legal Basis, Functions, and Authorities of the Republic of Indonesia National Police (Polri) in Maintaining Public Security and Order
The Indonesian National Police has constitutional legitimacy as regulated in Article 30 paragraph (4) of the 1945 Constitution of the Republic of Indonesia. This article emphasizes that "The Indonesian National Police as a state apparatus that maintains public security and order is tasked with protecting, assisting, serving the community, and enforcing the law." This norm provides the main basis that the Indonesian National Police is not merely a repressive institution, but rather an institution that is oriented towards serving and protecting the community as a whole. This constitutional existence emphasizes the strategic position of the Indonesian National Police in the Indonesian state structure as the main pillar in enforcing democratic security. The placement of the police function in the constitution simultaneously confirms the principle that security is a basic right of citizens that must be guaranteed fairly

and evenly. The function of protection and service also reflects the moral and legal responsibility to protect the human rights of every individual.

The operational legal basis of the Indonesian National Police is regulated in more detail in Law Number 2 of 2002 concerning the Indonesian National Police. Article 2 states that the function of the Police is one of the functions of the state government in the field of maintaining public security and order, law enforcement, protection, assistance, and service to the community. This article emphasizes that the task of the Police is not only to prosecute perpetrators of crimes but also to create a safe atmosphere through prevention and a humanist approach. Article 13 of the same Law explains the tasks of the Police more specifically, including maintaining security and order, enforcing the law, and providing protection and services. This regulation illustrates the mission of the Police which must be oriented towards the values of law, democracy, and human rights. As a law enforcement officer, the Police must play an active role in building a sense of security that is participatory and based on public trust.

The implementation of security functions in the regions is also regulated in Law Number 23 of 2014 concerning the Regional Government. Article 25 paragraph (2) letter b explains that government affairs in the field of public order and security and community protection are part of concurrent affairs between the center and the regions. This means that coordination between the Police and the regional government is an important instrument in maintaining social stability and environmental security. This functional relationship creates a collaborative space to build a security system that is more responsive to local conditions. This coordinating function is crucial considering that each region has different security dynamics and requires a contextual approach. The regional government plays a role as a strategic partner in conveying community aspirations and developing security policies based on real needs.

To strengthen the principle of justice in law enforcement, the National Police has issued the Regulation of the National Police of the Republic of Indonesia Number 8 of 2021 concerning the Handling of Criminal Acts Based on Restorative Justice. This regulation stipulates that the handling of criminal cases can be resolved through an approach that prioritizes the restoration of social relations, not just punishment. The concept of restorative justice places victims, perpetrators, and the community as subjects who play an active role in resolving conflicts. Article 5 of the Regulation emphasizes that the resolution of cases must consider a peace agreement between the parties, the sincerity of the perpetrators, and the non-recurrence of criminal acts. This approach reflects the reform of the law enforcement paradigm from being retributive to transformative. The presence of restorative justice as a formal policy shows the National Police's commitment to building an inclusive justice system that is oriented towards social welfare.

The professional ethics and institutional accountability of the National Police are also regulated in the Regulation of the National Police of the Republic of Indonesia Number 7 of 2022 concerning the Code of Professional Ethics and the National Police Code of Ethics Commission. This regulation strengthens the moral integrity and responsibility of Polri members in carrying out their duties. Article 4 states that every Polri member is required to uphold the values of honesty, moral courage, justice, and social responsibility. In Articles 12 to 14, there is a mechanism for enforcing the code of ethics through the Polri Code of Ethics Commission hearing which is open and objective. The existence of this code of ethics is not only as a regulator of internal behavior but also as a bridge to build public trust in the professionalism and transparency of the police.

Professional ethics are an important instrument in ensuring that every action of the apparatus does not deviate from the legal mandate and humanitarian values. The PRESISI strategy, which is an abbreviation of Predictive, Responsible, and Fair Transparency, is the direction of Polaris's strategic policy in facing contemporary challenges. Precision is not just a slogan, but a foundation for institutional reform that encourages digital transformation, the use

of intelligence data, and community involvement in the security system. The predictive aspect encourages the use of information technology and big data to identify potential security disturbances early on. Responsibility refers to the awareness and responsibility of officers to serve the public quickly and accurately.

Fair transparency emphasizes the need for openness and procedural justice in every law enforcement process. This strategy is in line with the spirit of democratization and public accountability that requires the police to always be open to evaluation and improvement. Although the regulations are quite adequate, the reality on the ground shows that there are legal and practical challenges in implementing the functions of the Police. One of the main problems is the inconsistency between regulations and implementation, especially in handling cases and public services. Many cases show that the principle of restorative justice has not been fully practiced proportionally. Complicated legal procedures and the persistence of a culture of power often become obstacles to building public trust. In this context, the effectiveness of the law depends not only on written norms but also on the quality of its implementation. The gap between legal idealism and practice in the field weakens the legitimacy of the apparatus in carrying out its functions fairly and humanely.

Public trust in the Police is an important foundation for realizing an effective and sustainable security system. Various surveys show fluctuations in public trust in the police institution, especially when there are cases of ethical violations or excessive violence. This problem is closely related to the lack of accountability and the lack of open communication between the apparatus and the community. Low public participation in the formulation of security policies also creates a social distance between the Police and the communities it serves. In a democratic system, legitimacy is not only obtained from formal power but also from public acceptance of the role and actions of state institutions. For this reason, a participatory and humanist approach is a must in rebuilding the credibility of the Police.

However, the implementation of technology and data in policing is still suboptimal, despite being a crucial aspect of the smart policing era. Many regions do not yet have an integrated information system, making it difficult to detect early and respond quickly to security threats. Lack of technical training and budget are also obstacles to expanding the digitalization of the security system. Reliance on conventional methods has slowed Polri's adaptation to new, increasingly complex, and technology-based crime patterns. This condition shows the need for serious internal reform to strengthen institutional capacity, including in the fields of information technology and data management. Without system modernization, the police will have difficulty carrying out their functions effectively amidst dynamic social change.

Expanding the role of Polri as a protector of civil rights and liberties requires a more adaptive and inclusive approach. The concept of security can no longer be understood narrowly as control and order but must include community empowerment in maintaining order together. A collaborative model between Polri, local governments, and residents is an important strategy for creating fair and sustainable security. By strengthening the legal basis and responding to practical challenges in the field, Polri has the opportunity to build a security system that is based on trust and upholds the principles of social justice. Integration of regulation, technology, and public participation is the path to a modern, democratic police system that is able to respond to the challenges of the times.

Legal and Strategic Analysis of Optimizing the Implementation of the Smart Policing and Democratic Policing Concepts by the Republic of Indonesia National Police

The use of the Smart Policing approach in Indonesia has shown a paradigm shift in the implementation of police functions that are more technology and data-based. The concept prioritizes the use of digital devices such as e-SPKT (Electronic Integrated Police Service

Center), Dumas Presisi, and monitoring using artificial intelligence (AI)-based CCTV to provide fast, accurate, and efficient services to the public. In this context, the National Police has tried to develop an integrated information system as part of internal bureaucratic reform. This technology also plays a role in minimizing direct contact that has the potential to open up opportunities for corruption or abuse of authority.

However, the effectiveness of this technology undertaking still faces obstacles, especially in areas with uneven digital infrastructure. Equalizing access to technology and training human resources within the National Police are the keys to realizing smart policing nationally. The use of big data and cyber intelligence has become a strategic instrument in detecting potential security disturbances and complex crimes, including terrorism, drug trafficking, and cybercrime. This approach allows the National Police to move more predictively and responsively to the dynamics of increasingly digital crime. This practice is in line with the spirit of the PRESISI Strategy (Predictive, Responsible, and Fair Transparency) as initiated by the Chief of Police in the direction of institutional policy. However, the use of large-scale data also poses serious challenges related to privacy and the protection of people's data. Law No. 27 of 2022 concerning Personal Data Protection (PDP) emphasizes that all data processing must obtain explicit consent from the data owner and have a valid legal basis. The inconsistency between surveillance technology and the principle of data protection can create tension between security interests and citizens' human rights.

Weaknesses in regulations related to the use of technology by law enforcement officers are an obstacle to optimizing smart policing. There are no derivative regulations that comprehensively regulate the limitations and standard operating procedures in the use of AI-based surveillance systems and analytical data by the Police. As a result, public concerns have arisen regarding potential violations of civil rights and misuse of personal information. The absence of an independent supervisory institution that can oversee the practice of data collection and utilization by the police institution strengthens the urgency of revising or forming new regulations that are oriented toward protecting citizens. Restructuring the legal architecture in terms of security technology is an urgent need that cannot be ignored in the digital era.

The Democratic Policing approach offers a new framework for the National Police to establish relationships between the state and society, emphasizing accountability, transparency, and public involvement. One concrete form of this practice is the active involvement of the community in the process of formulating policies, monitoring performance, and evaluating police institutions. Public dialogue, environmental security deliberations, and citizen forums are important democratic mechanisms in balancing the power relations between citizens and law enforcement. Democratization within the National Police institution strengthens the legitimacy of police actions and creates a more equitable sense of justice. This is in line with the spirit of Article 28C paragraph (2) of the 1945 Constitution of the Republic of Indonesia which guarantees the right of every person to participate in community and state life.

When the community is given space to voice their aspirations directly, the quality of security governance increases. The principle of restorative justice as stated in the Regulation of the National Police of the Republic of Indonesia Number 8 of 2021 is an important approach in the practice of democratic policing. This model offers conflict resolution that focuses on restoring social relations between perpetrators, victims, and communities without having to rely on a formal criminal system. In practice, many minor criminal cases can be resolved through deliberation through a restorative justice approach, thereby reducing the burden of handling cases at the investigation level. This approach allows the public to feel more valued because their voices are part of solving the problem. This participatory and reconciliatory justice creates space for public trust in the National Police institution to grow. Moreover, in the context of a multicultural society, this model is more sensitive to local social dynamics.

The ethical values of the police as regulated in Police Regulation Number 7 of 2022 concerning the Code of Professional Ethics and the National Police Code of Ethics Commission are important elements of democratic policing practices. This code of ethics emphasizes principles such as honesty, fairness, transparency, and respect for human dignity. The implementation of these values is not only needed in internal relations between Polri members but also in their relations with the community. Enforcement of the code of ethics is an indicator of the quality of Polri personnel's integrity and a reflection of the overall institutional legitimacy. A code of ethics that is enforced fairly and consistently will strengthen public trust in the professionalism and neutrality of the Polri. The internal oversight function through the Code of Ethics Commission must also be strengthened so that it is not only a symbol but an effective instrument to maintain the dignity of the institution.

The establishment of the Police and Community Partnership Forum (FKPM) is a form of participatory synergy that reflects a democratic policing approach. This forum provides a space for two-way communication between police officers and residents in formulating local-based solutions to security issues in their respective environments. FKPM functions as a bridge between the interests of the state and the community in maintaining social stability, considering that many conflicts begin with communication gaps. The strategic role of FKPM is recognized in Article 13 letter b of Law Number 2 of 2002 concerning the Republic of Indonesia National Police which emphasizes the importance of maintaining public security and order. By empowering this forum, Polri can build a sense of shared ownership of public security responsibilities.

Public communication and cultural approaches are key to strengthening relations between the Police and the community within the framework of democratic policing. Each community has different values and norms in viewing authority and power, so it is important for the Police to understand the local social context. An approach that is too repressive or formal often fails to build sympathy and can even trigger resistance from the community. Public communication training and strengthening the capacity of personnel to understand socio-cultural aspects are crucial in forming humanistic and professional interactions. Socialization activities, counseling, and physical presence in the community on a regular basis can create a positive image and increase public trust in the Police.

The role of Bhabinkamtibmas as a liaison agent between the Police and the community occupies a strategic position in community-based security governance. Their presence in the community allows early identification of potential security disturbances and creates harmonious social relations. Bhabinkamtibmas' duties include legal education, minor conflict mediation, and community empowerment in maintaining environmental security. This function is not merely operational but reflects the Police's commitment to building a more decentralized and responsive security structure.

By strengthening the capacity and authority of Bhabinkamtibmas institutionally, security management can be carried out preventively and participatively, not just reactively after a crime occurs. Several developed countries such as Japan, the Netherlands, and South Korea have shown success in implementing smart and democratic policing through an adaptive approach to technology and community involvement. Japan, for example, is known for its Koban system, a small-police post integrated into the community, which emphasizes humanist services and early prevention. The Netherlands has an ethical and independent oversight system for police institutions and participatory security policies. South Korea utilizes sophisticated technology in its national security system, but still provides a broad space for dialogue with citizens through various public complaint channels. Learning from this international practice can be an important reference for Indonesia in strengthening the institutional design of the National Police to be more transparent, accountable, and responsive to developments and community needs.

CONCLUSION

National security system reform cannot be separated from efforts to integrate smart policing and democratic policing approaches in a balanced and sustainable manner. The concept of smart policing based on digital technology, big data, and artificial intelligence has brought a new paradigm in the crime prevention and response system that is more predictive and responsive to social dynamics. Meanwhile, democratic policing is the key pillar in ensuring that the technological approach does not abandon the values of human rights, social justice, and public participation. The combination of the two is crucial in establishing security governance that is not only efficient and modern, but also accountable, inclusive, and socially just. The National Police as the key actor in law enforcement is required not only to carry out repressive functions but also to become an institution that proactively builds two-way communication with the community. The implementation of the values of humanism, transparency, and legal accountability is an important foundation that must always be maintained so that public trust in the police institution increases in the long term.

Strengthening the legal and technological systems is an absolute requirement in supporting the successful implementation of smart policing, including through the arrangement of personal data protection regulations as stipulated in Law Number 27 of 2022 concerning Personal Data Protection. The National Police also needs to ensure that digital infrastructure, such as intelligence data centers and electronic-based public service systems, are built evenly throughout Indonesia so as not to create gaps in access to justice. In the context of democratic policing, ongoing training on professional ethics, human rights, and digital skills must be part of the human resource development program, referring to the Regulation of the National Police of the Republic of Indonesia Number 7 of 2022 concerning the Code of Professional Ethics and the National Police Code of Ethics Commission. The community also needs to be actively involved through participatory forums, including FKPM and independent civilian supervision, in order to create an inclusive and democratic security system. The presence of the state in security affairs must be interpreted as a partner of the community, not a dominator so that justice and security can grow side by side in sustainable social harmony.

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